



Ref T&D5

Assertiveness – Level 2

Course Duration:

1 day

Course Aim / General Introduction:

The assertiveness training course enables delegates to understand the processes which will make them more effective and increase their confidence and sense of achievement; anyone who needs to master the principles and practices of effective, assertive communication.

Learning Outcomes:

- Outcome the concept of assertiveness
- Identify the differences between aggressive and assertive behaviour
- Identify a strategy to develop and practice assertive behaviour

Who will benefit from the course?

Senior/junior managers, directors, administrative and technical staff

Teaching and Learning / Assessment:

- Group discussion
- Individual / group activities
- Role Play
- Case study

Capacity:

12 people

Price:

- In-house session @ £420, plus VAT
- In-house session @ £75, plus VAT per additional delegate
- Grouped training @ £195 per person, plus VAT
- One to one session @ £200 per person, plus VAT

Qualification:

On successful completion of this course students will be awarded the OCN Level 2 award in Assertiveness.

The award is issued through Life Environmental and The National Open College Network who are approved as an awarding body with the Qualifications and Curriculum Authority (QCA).



For further information, including course booking:

Telephone: 0113 2700775 / 07894 488628

